

NCDSS Strategic Planning Process  
Project Management Team Meeting Minutes  
Raleigh, North Carolina  
January 25, 2007

The NCDSS Strategic Planning Process Project Management Team met on January 25, 2007, at 1:00p.m. in the Conference room 755, Department of Public Instruction building, Raleigh.

Team Members present were Teresa Turner, Neil Walters, Carlotta Dixon, Patrick Betancourt, Debbie Gallimore, Kathy Sommese, Linda Darden, JoAnn Freeman, Sandra Chestnut, Wilfredo Colón, Astra Kirskey, Gary Nohr, Brenda Robertson, Gail Andersen, David Locklear, Sandy R Smith, Marina Chato, Rudolph Wilson, Rodrick Walton, Belivia Aponte, Paulette Hernandez, Gloria Duncan, and Joyce Parker.

Teresa Turner began the meeting with introducing herself, went over goals for the meeting, and reviewed agenda.

Neil Walters introduced himself and then “set the state for our work together” by inspiring us to think about the types of people that we encounter at a DSS agency whether they are an employee or a customer.

Carlotta Dixon facilitated an activity on project team members introducing one another.

Teresa Turner facilitated the review and discussion of the Mission, Vision, and Values. The feedback from the group included the following notes

- Mission, Vision was not clear; need follow up, explanation, and revisiting The MVV on the wall is different from current MVV.
- Educating new employees is important
- Non-Social workers need to be educated on the Mission, Vision
- MVV might be understood differently from people with services vs. eligibility backgrounds
- MVV promotes Customer Service and Accountability
- We need to educate the Non-Profits/Community Based Agencies that are funded by DSS
- Its about helping people improve their lives (lead them-guide them)
- We provide resources/services/technical assistance to ensure a quality of life
- We empower families
- We encourage family Achievements and Independence
- MVV is about the Golden Rule
- We help families refine their existing skills
- We make sure programs meet the needs of people
- MVV promotes meeting the goals of the client

The Team noted that there needed to be more discussion upon understanding the Mission, Vision, and Values of the Division, and possibly Executive Management can provide further insight of the evolution of the NCDSS Mission.

The Team transition to some spontaneous discussion about what the strategic planning process should address:

- Effectiveness and Efficiency
- Remembering the basics
- Maximizing \$
- Knowing all the programs
- Expertise without blinders on
- Expand network
- Implementation of NC FAST?
- Be consistent, stable, fair

The Team ended listing what has been most helpful about today's meeting and about the beginning of our work together:

- There is an importance of retaining knowledge from experience
- Identifying similar barriers across programs
- Possibilities are greater currently
- Common areas are greater than initially thought

Neil navigated the Team to closure by outlining next steps;

- Identify realistic goals and tasks
- Identify what the team will do with information gathered
- Strategies for internal improvements
- Address Mission, Vision, and Values
- Developing further a communication access for all employees
- Define goals and roles
- Rules of the road

Next meeting is on Thursday, February 8, 2007 at 1:00p.m. at NCDSS CSE on Terminal Drive in room 511.